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ABSTRACT

The State Library of Ohio designed this disaster preparedness plan to assist small libraries in gathering information that will be invaluable in the event of an emergency. This plan, which focuses on fire and water disaster prevention, is devoted to using simple and inexpensive measures to prevent a disaster or to lessen its effect. The plan focuses on fire and water disaster prevention, and also includes emergency instructions for tornadoes. It does not include other types of emergencies such as gang activities, terrorism, distraught workers/family members, loss of strategic employees, and it does not include recovery instructions. The plan can be tailored to meet the specific needs of an individual library system and community, and it includes instructions and suggestions within a template for small public libraries to construct their own plans. The template may be reproduced without permission, provided that the State Library of Ohio is credited. The following are appended: Disaster Prevention/Safety Checklist; Request for Correction of Hazard; Emergency Funds; Disaster Response Report; Post Disaster Report Form; Locations of Plan; General Staff Directory; Communicating with Staff; Communicating with Suppliers; Communicating with Patrons; Dealing with the Media; Insurance; Disaster Recovery Resources; Disaster Response Supply Can; Maintaining the Plan; and Bibliography. (Contains 30 references.) (AEF)

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ED 481 308

A Disaster Preparedness Plan For Small Public Libraries
2002

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State Library of Ohio

Disaster Preparedness Plan For Public Libraries

Introduction

The fire truck has just left and there you stand amid what once was your library. You look around-what was once a vibrant building full of books, videos, and computers is now a smoldering mass of melted plastic, soggy blackened paper, and sooty machinery. You want to run home and hide and hope it was a bad dream. But you cannot, you are the Library Director. What do you do now? Is everything ruined?

When you locked up Saturday everything in the library was fine. When you open on Monday morning you are greeted by the sound of running water. As you step in, you squish into the carpet like a big sponge. Water is flowing across the carpet and floor, lapping at the shelving, covering the computer cables strung across the floor. It's too late to start bailing, too late to call the plumber. What should you do?

Two very sad scenarios you say, but that cannot happen to me; that cannot happen at my library! Right? Wrong-think again. It can happen and it has. Just ask.

There is something you can do right now and that is to have a Disaster Preparedness Plan. It may not help prevent a disaster, but it will certainly help you cope and recover should one hit.

Planning is never an easy process but it does not have to be a tedious, time-consuming one either. By using the guidelines below, small public libraries will have a step-by-step guide to follow while developing a disaster preparedness plan. These guidelines can be tailored to your individual library situation so that should disaster strike, you will be ready and able to deal with it.

These guidelines focus exclusively on fire and water disaster prevention. They are very basic and simple for use by small libraries. This does not mean that other disasters do not exist, such as tornado or chemicals, but the State Library has opted to focus on those two disasters that seem to strike most frequently. Once a library has a disaster preparedness plan in place for fire and water, should they wish to develop a plan to include other types of

disaster, State Library staff will be happy to assist them in developing such a plan. Likewise, should a library wish to develop a more involved plan with more detailed activities, State Library staff will work with you.

What Is a Disaster Preparedness Plan?

A disaster preparedness plan is a written document that describes the procedures devised to prevent and prepare for disasters, and those purposed to respond to and recover from disasters when they occur.

Your disaster preparedness plan does not need to be a lengthy, detailed document, but it does need to be a written document that has been read and is understood by the staff and the Board. That way, should disaster strike, everyone will know about the plan and will be ready to follow it.

Why a Disaster Preparedness Plan?

Planning is an important function in any library. And a disaster preparedness plan is just another planning document that will assist you in having a smooth running facility.

The University of Pittsburgh in its *Disaster Planning: Small Public Libraries* gives five very good reasons why having a disaster preparedness plan in place is essential for the small public library.

1. The person in charge, who may be knowledgeable about a verbal or informal plan, may not be around when disaster strikes.
2. The process of writing fosters a more intensive review of circumstances and needs, and is more conducive to receiving input from more people.
3. Having a written disaster preparedness plan will relieve much of the confusion that arises during a crisis situation. The plan prioritizes what should be salvaged and what should be dealt with immediately in an emergency.
4. A written plan can indicate which tasks can be delegated to volunteers and which will require professional input.
5. A written disaster preparedness plan is cost-effective. Comparison-shopping is done ahead of time and this allows the library to achieve the best prices for goods and services rather than attempting to make these choices under the stressful environments surrounding a crisis. A written plan may qualify your library for reduced insurance premiums.

Still not convinced that you need a disaster preparedness plan? Let's look at

each of these reasons in a little more depth.

1. **The person in charge, who may be knowledgeable about a verbal or informal plan, may not be around when disaster strikes.**

   In most cases it is the director who knows what should be done in the case of a disaster. The director "knows" from talking with other librarians and from talking with community members. Maybe the director has jotted down a few notes. But when a moment of crisis occurs, will the director remember the advice of a librarian who has been through a similar situation? Worse yet, what happens if the director is on vacation and staff and Board members are left to face the disaster? Having a written disaster preparedness plan, housed at a variety of locations, will mean that the procedures to be followed are available and clearly articulated for whoever has to deal with the disaster.

2. **The process of writing fosters a more intensive review of circumstances and needs, and is more conducive to receiving input from more people.**

   When disaster strikes, the library director, staff members, and Board will need to make some snap decisions. As the water pours in, do you try to save the videos or the books? While writing a disaster preparedness plan, you will have the opportunity to assess the library's circumstances and prioritize what is most important to purchase for disaster preparedness and what should be done first should disaster occur. Having a written disaster preparedness plan should also alleviate the issue of having only one person familiar with the plan. A well-written disaster preparedness plan should be a team effort. Writing the disaster preparedness plan should not be solely the director's responsibility. It should include the director and staff members and have Board approval. Everyone on the library staff should be familiar with the disaster preparedness plan and know what their responsibilities are should disaster strike. Being involved in the development and writing of the plan will provide agency-wide ownership.

3. **Having a written disaster preparedness plan will relieve much of the confusion that arises during a crisis situation. The plan prioritizes what should be salvaged and what should be dealt with immediately in an emergency.**

   Fires, floods, and other disasters naturally breed confusion. People tend to pull together during times of crisis and they sincerely want to help, but what is the best way to help? Having a written disaster preparedness

plan will alleviate much of the confusion. It will also help eliminate doing too many tasks at once and only partially completing them. Finally, a written plan will save you from doing the wrong thing. A written disaster preparedness plan outlines who, what, and when in terms of phone calls to make and activities, processes, and procedures to undertake.

4. **A written plan can indicate which tasks can be delegated to volunteers and which will require professional input.**

   As stated above, during times of crisis, people pull together. Library supporters will appear on your doorstep (or what's left of it) to offer their services. But, what can and should a volunteer do? Volunteers can certainly carry salvageable materials out of the building, but is there an insurance liability if they are in the structure? Some tasks will definitely require the services of a professional company. Having a disaster preparedness plan will allow you to determine beforehand what volunteers can or should do to assist you in salvage efforts. When disaster strikes, there will be no confusion over the roles and responsibilities of anyone involved in clean-up efforts.

5. **A written disaster preparedness plan is cost-effective. Comparison-shopping is done ahead of time and this allows the library to achieve the best prices for goods and services rather than attempting to make these choices under the stressful environments surrounding a crisis. A written plan may qualify your library for reduced insurance premiums.**

   When disaster strikes and you need to salvage materials, you need to have books freeze dried, you need to have large fans, what do you do? If you don't have a written disaster preparedness plan in place, chances are you will look to the first available source. That source may not be the most cost-effective or offer the best quality product, but it is there. By having a written disaster preparedness plan in place you will have done, in a relaxed atmosphere, research that will provide you with the most cost-effective, quality services available. When everything is chaotic, having the contact information for goods and services at your fingertips is one less thing to worry about. You turn to that section of the disaster preparedness plan, make the calls, and everything is in place.

So Why Don't Libraries Have a Disaster Preparedness Plan?

Essentially there are three primary reasons why libraries do not have disaster preparedness plans: time, money, and immunity.

1. Time

Lack of time tends to be the standard excuse for anything we do not want to do. As librarians we need to see to daily operations, dealing with the public, and working with staff. That leaves little time to undertake new projects, such as researching and developing a disaster preparedness plan, but the time to do a disaster preparedness plan is now before you need one. Having a disaster preparedness plan in place will make life after a disaster much easier.

The following guidelines were designed to eliminate much of the "I haven't got time" argument. Much of the preliminary on developing a disaster preparedness plan has been done for you. The guidelines have culled this information down into a manageable format and template for small libraries. Yes, it will still take time, but if you form a disaster preparedness plan team and work on the plan, it should be a manageable project.

2. Money

Lack of money is often cited as a reason for not having a disaster preparedness plan. This is a misnomer. Having a disaster preparedness plan costs no money aside from the staff time necessary to develop the plan. Many libraries fear that in order to implement a disaster preparedness plan they will need to buy costly sprinkler systems or alarm systems. It's true, after writing the plan you may want to buy an alarm system for your library or at least some additional fire extinguishers, but the plan itself costs no money. Developing a plan could possibly save you a lot of money in the end, either because you install some preventive items or because you know what to do and who to call after a disaster occurs.

3. Immunity

Many librarians do not spend time developing a disaster preparedness plan because deep down, they know a disaster will never occur at their facility. We all hope that disaster will never befall us. It is human nature that to put something in writing, like a disaster preparedness plan, will only tempt the fates, but no library is unsusceptible to a disaster and to have a written disaster preparedness plan in place will aid in the recovery process.

Some libraries believe they are too small a facility to warrant having a disaster preparedness plan. No facility is too small to have a plan. If you are large enough to sustain some form of natural or man-made disaster than you are large enough to have a disaster preparedness plan.

Next Steps

Hopefully you now recognize the merits of having a written disaster preparedness plan in place and are ready to embark on the development of such a plan. By following the step-by-step guidelines on the following pages, you will soon have a written disaster preparedness plan in place. Then, should disaster ever strike your library, you may still want to go home, bury your head and have a good cry, but you will have a written document to help you cope and recover. Disaster is always accompanied by an overwhelming sinking feeling, but your plan should help you see the way to a new and better library.

Should you have any questions or require assistance while developing your plan, please call the State Library at 800-686-1532 or 614-644-7061.

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State Library of Ohio

Disaster Preparedness Plan For Public Libraries

Purpose and Scope

The State Library of Ohio has designed this document to assist small libraries in gathering information that will be invaluable in the event of an emergency. This plan is devoted to using simple and inexpensive measures to prevent a disaster or to lessen its effect. These measures are less expensive than coping with the aftermath of a disaster.

This plan focuses on fire and water disaster prevention. It also includes emergency instructions for tornadoes. The plan does not include other types of emergencies such as gang activities, terrorism, distraught workers/family members, loss of strategic employees, etc. It also does not include recovery instructions. Each disaster preparedness plan must be tailored to meet the specific needs of your library system and community. For example, you can refer to the main library and branches instead of the term "library" within the plan. This template may be reproduced without permission, provided that the State Library of Ohio is credited.

How to Use the Plan

This plan includes instructions and suggestions within a template for small public libraries to construct their own plans. The suggestions are meant to stimulate thought. Since every situation is different, the template will help to organize and make accessible the information needed to construct individual plans. The explanatory text should not be included in the final plans. Individual plans should be available electronically for quick updating as well as in print in several off-site locations.

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Disaster Preparedness Plan For Public Libraries

Cover Page

Disaster Preparedness Plan

Name of Library:

Date of current revision:

Next scheduled update:

Update the plan every six months OR review the entire plan annually. Many libraries initial the back of the plan each year to indicate that it has been reviewed.

Introduction to the Plan

Prepare a brief (three or four paragraphs) introduction to your plan, describing:

- when and by whom it was prepared
- the purpose of the plan
- when and by whom it is to be updated
- how the plan is organized and tips on using it

You might highlight any areas of particular concern here, including geographic or weather-related hazards, identifying the type of roof, etc.

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Emergency Instruction Sheet

This sheet should include brief and easy-to-read steps that any staff member, vendor, or contractor can follow in case of an emergency. Copies of this one-page sheet should be posted near all staff telephones and at all public service desks. All staff should receive usage instructions about the sheet. You may want to laminate the emergency instruction sheet. If it happens to get wet, it will still be usable.

Example:

Fire

1. Call fire department Phone #
2. Assist in evacuation of building
3. Notify:

	Phone #
Disaster response leader	Phone #
Immediate supervisor	Phone #
Library director	

4. Do not re-enter the building until it has been declared structurally sound.

Water

1. Call:

Disaster response leader	Phone #
Plumber/facilities staff	Phone #
Immediate supervisor	Phone #

Library Director Phone #

2. Cover stacks with plastic located (*list location*) OR

Move books higher on shelves OR

Move books off shelves using a book truck OR

Carry books to another location

Tornado

1. Evacuate staff and visitors when instructed to one of the following locations:
Consult with local safety officials to predetermine appropriate locations.

2. Remain in shelter until radio announcement or
(insert name of authorized staff member) declares it is safe to emerge.

3. Do not re-enter building until it has been declared structurally sound.
Continue to list brief instructions for the building, collections, and location.

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In-House Emergency Team

The number of individuals on your disaster recovery team will vary depending upon the size of the library. At a minimum, individuals should be assigned the following responsibilities: recovery coordinator, salvage specialist, recorder, and work coordinator.

Position: **Name:** **Home #** **Office #**

Administrator:

Alternate:

Recovery Coordinator:

Alternate:

Responsibilities are administrative and include overall management of recovery operation: coordination with administrative offices and media; budget allocation for wages, supplies, transportation and services; and public relations.

Building Maintenance:

Alternate:

Salvage Specialist:

Alternate:

Responsibilities include assessing damage to facility and records, establishing salvage methodologies, coordinating salvage efforts, and training work crews.

Recorder:

Alternate:

Responsibilities include inventory control of damaged materials and photographic documentation.

Work Coordinator:

Alternate:

Responsibilities include assembling and coordinating work crews, ordering supplies and equipment, and controlling workflow.

Disaster Team:

Call in order given until you reach someone.

Media Spokesperson:

If at all possible, take time to call all staff and board members before calling the media. Even leaving a phone message will ease the stress level associated with "finding out through the media."

Key Staff:

List staff members who are not on the disaster team, but who can be called upon to assist in an emergency. This does not have to be a comprehensive personnel list. For additional staff information, see Appendices G and H.

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Facilities: Locations of Emergency Systems

Building:
*List location(s) and attach floor plans (use letters to indicate locations on floor plan). Use the **Emergency Services** list for company contacts.*

A. Main Utilities

1. Main water shut-off valve/s:
2. Sprinkler shut-off valve/s:
3. Main electrical disconnect/s:
4. Main gas shut-off/s:
5. Heating/cooling system control/s:
   Sometimes it may be easier to shut the HVAC system off at the circuit breaker.

B. Fire Suppression systems (by room or area)

1. Sprinklers:
2. Halon:
3. Other:

C. Water Detectors

D. Keys

- Key boxes:

  Individuals with master and/or special keys:

Attach list with names, titles, and keys in possession. Include home and work phone numbers.

E. Fire Extinguishers
   - Label by number according to type.

      1. Type A - Wood, paper, combustibles
      2. Type B - Gasoline, flammable liquid
      3. Type C - Electrical
      4. Type ABC - Combination

F. Fire Alarm Pull Boxes (use floor plan)

G. Smoke and Heat Detectors (use floor plan)

H. Radios

   1. Transistor radios with spare batteries (for news)
   2. Two-way radio with spare batteries (for communication)

I. First Aid Kits

J. Basic Tool Box/es
   You may want to keep basic sets of tools in several locations such as at the circulation desk, etc.

K. Public Address System
   You may want to consider a portable public address system with spare batteries.

L. County Emergency Management Agency
   The Ohio Emergency Management Agency lists all county agencies on its web page. http://www.state.oh.us/odps/division/ema/County.htm.
   Your County Emergency Management Agency will contact other state and federal agencies as needed.

Use general floor plans to show stack and office layouts, as well as locations of smoke detectors, fire extinguishers, fire hoses, water cutoff valves, electrical outlets, or other features important to the fire

department or recovery crews. Floor plans should be posted in the library. A list of numbered outlets and switches with corresponding electrical panel breaker numbers is also useful. Smaller libraries may wish to have one set of integrated plans with all relevant information included.

Use a floor plan descriptive list to supplement floor plan drawings. Include a brief description of the contents of various locations and the names of staff members who can be called upon to make decisions concerning the protection and salvage of materials.

Photographs / videos of the library exterior and interior should also be stored with the floor plans, both on and off site.

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Emergency Services

Company/Service	Name of Contact	Phone #
Building owner/lessor		
Security		
Fire Dept.		
Police/Sheriff		
Ambulance		
County Emergency Management Agency		
Hospital/Emergency Facilities		
Sewer Department		
Hazardous Material		
Other		

Maintenance/Utilities
Include as many contact numbers as possible such as pager numbers, cellular phone numbers, home phone numbers, etc.

Janitorial Service		
Plumber		
Electrician		
Locksmith		

Carpenter

Gas Company

Electric Company

Water Utility

Telephone Company

Roofers

Sprinkler Company

Insurance
Insurance Company

Agent/Contact

Policy Number
Attach copy of policy. Also have an offsite copy of the policy.

Other
Include as many phone numbers as possible such as pager numbers, cellular phone numbers, home phone numbers, etc.

Legal Advisor

Architect

Landscaper/Tree Removal Services

Recovery Assistance

Local Newspaper

Red Cross

Moving Companies

Water Removal Services

Carpenters/Contractors

Plumbers

Copier Machine Vendors

Structural Engineer

Container/Semi Trailer Rentals

Computer Vendors

Freezer Space

Photo Processing Lab

Recovery Assistance
Preservation Resource

Disaster Recovery Service

Conservators/Specialists
Paper & Book

Photographs

Computer Records

Other Services

A copy of the Emergency Services should be kept with all plans, both on and off site. This list should also be copied for administrators and disaster team members.

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Emergency Equipment and Supplies

In addition to in-house equipment, having a stockpile of supplies on hand can help staff members to respond immediately to a disaster rather than spending valuable time gathering supplies from various locations within the library or from local stores. Most of the items will be available from local hardware, groceries, and pharmacies.

Consider for what disaster you are preparing when developing the stockpile. You may want to have enough basic supplies for small-scale emergencies and rely on local suppliers for supplementary ones.

When storing supplies, avoid areas that are susceptible to leaks or flooding. Some libraries choose to store two or more identical supply kits in different areas of the building.

If possible, store the supplies in waterproof containers such as plastic garbage cans for easy transporting. Some libraries store supplies in milk crates.

Keep a checklist showing the locations of both in-house supplies and equipment kept elsewhere such as mops, fans, and dehumidifiers, with instructions on how to access the storage locations with your disaster preparedness plan. Make sure all members of the disaster team and other key staff are aware of the locations of the disaster supplies and other equipment.

Inventory the supplies and equipment on a regular basis, at least quarterly. Remember batteries, film, and duct tape have a limited shelf life.

Supplies and equipment that have been used during an emergency or disaster should be returned to their storage location and expended supplies should be replaced.

In-house Emergency Equipment

List locations and attach floor plans with locations labeled. You may also wish to subdivide the equipment and supplies by storage location. The following list includes some basic items:

Item	Location

1. Cellular telephone
2. Portable pump
3. Extension cords (50 ft., grounded)
4. Flashlights, batteries, replacement bulbs
5. Camera with film
6. Battery operated radio
7. Tool kit (crowbar, hammer, pliers, screwdriver)
8. Brooms and dustpans
9. Mop, bucket, sponges
10. Wet-vacuum
11. Metal book trucks
12. Portable folding tables
13. Portable fans
14. Protective masks/glasses
15. Hard hats
16. Rubber boots
17. Rubber or plastic aprons
18. Gloves (leather, rubber)
19. Drying space
20. Brooms with squeegees
21. Lights, shop-lights & bulbs
22. Scissors
23. Utility knives, extra blades
24. Shovel
25. Spill pillows (inert sorbent materials)

In-house Emergency Supplies

List locations and attach floor plans with locations labeled. You may also wish to subdivide the equipment and supplies by storage location. The following list includes some basic items.

Item	Location

1. First aid kit
2. Heavy plastic sheeting (with scissors and tape)
3. Paper towel supply
4. Plastic garbage bags
5. Polyethylene bags (various sizes)
6. Waxed or freezer paper

7. Absorbent paper (blank newsprint, blotter, etc.)
8. Dry chemical sponges (for removing soot)
9. Clipboards (also paper pads, pencils, waterproof pens, large self-adhesive labels)
10. Cleaning products
11. Disinfectant
12. Sponges, cleaning supplies

Additional Sources of Emergency Equipment

Item	**Location**
Wet vacuum	
Sand bags	
Portable dehumidifiers	
Portable electric fans	
Portable generator	
Portable pump	
Refrigerator trucks	
Nearest off site phone	
Nearest CB radio	
Portable lighting	
Extension cords (50 ft. grounded)	
Metal book trucks	
Plastic (milk) crates	
Sturdy boxes	
Heavy plastic sheeting	
Plastic garbage bags	
Polyethylene bags (various sizes)	
Freezer or waxed paper	
Dry ice	
Drying space	
Portable tables	
Absorbent paper (blank newsprint, blotter, etc.)	
Paper towels	
Plastic buckets and trash cans	
Water hoses with spray nozzles	
Brooms and dustpans	
Mops, buckets, sponges	
Monofilament nylon (fishing) line	
Hard Rubber Boots	
Rubber and/or plastic aprons	

Gloves (rubber/leather)
Protective masks/glasses
Photographic equipment/supplies
Portable toilets
Construction materials
(wood, screws, nails)
Ladders
Extra security personnel
Other

Some local suppliers of supplies and equipment include:

Drug stores: Source for several general-purpose supplies, alcohol, first aid materials, safety supplies, etc.

Electronic stores: Source of cellular phones, pager/beepers, radios, walkie-talkies.

Hardware stores: Source for building materials, generators, tools, garden hoses, etc.

Housewares: Source for general-purpose supplies such as cleaning products, freezer paper and waxed paper, garbage bags and cans, garden hoses, paper towels, rubber gloves.

Office supplies: Source for clipboards, note pads, markers, labels, scissors, utility knives, etc.

Safety supplies: Source of personal safety supplies such as protective clothing, first aid kits, hard hats, etc. Local suppliers may be identified in the Yellow Pages telephone book under headings like "Laboratory Equipment & Supplies" and "Safety Equipment & Clothing".

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Salvage Priorities

Create a list of salvage priorities before a disaster strikes. It's impossible to make good decisions during a disaster. Maintaining an inventory of materials at the library and keeping a duplicate in another location will prove vital in case of a disaster. Also create an inventory list of supplies and equipment with costs and purchase dates. Keep a duplicate of this list off-site as well.

Establish a priority salvage list. Use a triage approach and include the following categories:

1. Salvage at all costs.
    - *Materials that are used most often, essential for the library's operation, have significant monetary value, and support the library's mission.*

2. Salvage if time permits.
    - *Material that could be replaced, but replacement costs would exceed salvage costs.*

3. Salvage as part of general clean up.
    - *Materials that can easily be replaced in the original or another format, or those with a high monetary value, but low value by other measures.*

Consider intrinsic value, research value, historical value, value to the collection, replacement cost, and availability in different format when setting salvage priorities. The following questions may be helpful in determining priorities:

- Is the item especially important to the community, perhaps a piece of local history?
- Can the item be replaced? At what cost? Can you afford it?
- Would the cost of replacement be less or more than restoration of the item?

- How important is the item intrinsically? To the collection? To researchers? Will insurance pay for one format and not another?

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Network or Computer Systems

Fire and water damage, power outages, hacker attacks, telecommunication outages, viruses, and failed equipment are disasters that can occur with computer systems. Priorities for establishing services should be determined just as with print and non-print collections.

Electronic or automated system disaster preparedness planning fundamentals include daily routines such as regular backup and storage of circulation and OPAC data. Mission critical computer data should be backed up to an off-site third party facility or at another branch. All computer equipment should be inventoried with descriptions of the services they support. A copy of the complete inventory should also be sent to your insurance company and updated on a regular basis. Contracts with outside vendors should include what the vendors' responsibilities will be in case of data losses by natural or malicious disaster.

Staff should back up mission-critical data from individual workstations to a server if at all possible. Surge protectors (data, electrical, and voice) should be standard protection devices installed on all computer, electronic, and telephone devices. All servers should have an UPS capable of keeping the system running for several hours, and if possible, have the ability to notify someone (for example, a network person) of the power outage. Humidity, temperature, and water/moisture controls/gauges may need to be installed in some computer room applications. Regular maintenance of computer equipment, hardware, software, and files also contributes to disaster prevention.

Determine how long the library can function without an automated circulation system, email, Internet access or other technology-based systems. Is there another way to access library holdings? All installation/back-up software media, licenses, and a list of systems passwords and authorizations, as well as copies of contracts and purchase orders, should be stored in a fire safe that is rated for the protection of media (computer discs, etc.). It is also recommended that copies of contracts, purchase orders, and licenses be stored off-site as well.

Example of a simple form:

In the event of any emergency which prevents the normal operation of the computer system, specifically (describe system) _____, the following people should be notified immediately, in the order presented:

Name	**Telephone number**

If no one on the above list can be located, an appropriate person should call the system's vendor and/or network support vendor at the following number and ask to speak with one of the company's representatives.

Vendor	**Telephone number**

Off-site Storage Contact	**Telephone number**

If the building is being evacuated, the following actions should be taken:

Additional emergency procedures for public and staff computer terminals:

Description of Computer System

*This descriptive list provides an inventory of **all computer equipment and vendor contact information**. This inventory should be updated regularly and housed both on and off-site.*

System identification

For example:
Electronic card catalog system

- Vendor
- Address
- Telephone numbers
- Contacts
- Contract dates/specifications, etc.

Hardware specifications

- Servers
  - Brand
  - Vendor
  - Model #
  - Serial #
  - Date of manufacture
  - Place of manufacture
  - NT operating system
  - List of installed software applications
  - Location

- Router(s)
  - Brand
  - Vendor
  - Model #
  - Serial #
  - Date of manufacture
  - Place of manufacture
  - Location

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A. Disaster Prevention/Safety Checklist

Library Date

Area Inspected Inspector

NOTE: *If an item does not apply, write N/A (Not Applicable) in the Remarks column.* ***DO NOT*** *leave any items blank.*

Electrical	Yes	No	Remarks
1. All necessary extension cords of proper rating.			
2. Electrical cords free of splices, cuts, and other damage.			
3. Electrical outlets and switches of proper rating.			
4. Electrical outlets, switches, plugs, and surge protectors operate properly.			
5. Electrical equipment properly grounded.			
6. Appliances (coffee pots, radios, etc.) properly			

maintained and turned off when not in use.

7. Electrical equipment disconnected during maintenance.
8. Adequate lighting available.
9. Electrical boxes easily accessible with no storage within 3 feet minimum.
10. Major electrical rooms contain no stored materials.
11. Multiple-outlet sockets avoided.
12. Extension cords positioned to avoid tripping hazard.

Storage	Yes	No	Remarks
1. Area is clean and orderly. Aisles uncluttered to maintain a minimum 28 inch aisle way.			
2. Materials are actually needed by library.			
3. Items are accessible without undue risk.			
4. No materials are stored on top of shelving. 18 inches remains between the shelving and the ceiling.			

5. All materials, except those expendable, are stored at least 3" above floor level.
6. Shelving is securely anchored to wall or floor.
7. Lighting is adequate.
8. Step stools or similar devices available and safe to use.
9. Materials stacked or piled properly.
10. Flammable or potentially dangerous chemicals properly stored.
11. Boxes, papers, etc. that are not used are properly discarded.

Fire & Safety Features	Yes	No	Remarks
1. Fire extinguishers properly charged.			
2. Emergency exit signs illuminated with battery back up-systems working properly.			
3. Emergency exits accessible and illuminated with battery back-up systems working properly.			
4. Emergency lights functional.			

5. Smoke detectors and heat detectors
   operable. Last date checked.

6. Fire alarms operable. Last date checked.

7. Sprinkler system operable. Last date checked.
   Battery back-up systems checked at the same time.

8. At least 18" of clearance exists between sprinkler heads and anything beneath.

9. Halon system charged.

10. Emergency exits easily opened.

11. Alarm sounds when emergency exits opened. Indicate last date checked.

12. Pull fire alarms operable. Indicate last date checked.

13. Signs indicating fire extinguisher placement obvious.

14. Fire extinguishers of proper type.

15. Fire extinguishers available within 75 feet of any place in area.

16. Fire extinguisher boxes have keys or breaker bars affixed.

Structure	Yes	No	Remarks
1. Windows and exterior doors seal properly.			
2. Previous water damage noted.			
3. New water damage discovered.			
4. Gutters, down spouts, and yard drains clear.			
5. Sump pumps working properly. Indicate date back-up battery checked.			
6. Exposed pipes and joints dry.			
7. Handrails secure and adequate.			
8. Steps include non-slip surface.			
9. Walking surfaces secured to floor.			
10. Hot water tank settings correct. Condition is properly checked.			
11. All plumbing fixtures properly checked. Include sewer ejection pumps (if applicable)			

12. Outside condensers clear.
13. All filters cleaned and replaced on a regular basis.
14. Non-public areas secured.
15. Air ducts unobstructed. (both supply and return)
16. Ceiling panels in place.

Office Area Equipment	Yes	No	Remarks
1. Equipment properly maintained.			
2. Furniture stable and safe for intended use.			
3. Carts and other handling equipment in good repair.			
4. File cabinets stabilized to prevent tipping.			
5. Portable partitions secure.			

Staff	Yes	No	Remarks
1. Trained in proper use of office equipment.			
2. Smoking restricted to designated areas.			
3. Instructed in proper lifting techniques.			
4. Trained in use of fire extinguishers. Date of last training session.			

5. Eating and lounge areas are clean and tidy.

6. Aware of emergency exits and procedures.
   Date of last fire drill.

7. Instructed in overall safety program.

8. Have established routines and duties
   for closing office.

9. Have CPR or First Aid training.

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B. Request for Correction of Hazard

Agency Date

Person making request

Person receiving completed form

Description of hazard or problem

Location of hazard or problem

Action taken

Correction made by Date

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C. Emergency Funds

Include a description of library funds available in a recovery effort and procedures/authorization for access to them. Arrange for emergency cash or credit, because it is sometimes difficult to obtain money quickly in a disaster situation. Include emergency purchase orders.

Available funds

Describe the funds available including the fund number or code and other relevant information. If no funds are available for recovery, give guidelines on petty cash or other resources that might be used. Do not include insurance issues.

Cash

Describe the procedures for getting money from petty cash or other sources. Include procedures to be followed in routine times - during the work day, when regular procedures and personnel are in place - and in times of emergency, such as night or weekends.

Purchase orders and requisitions

Describe the procedures for getting purchase orders and requisitions. Once again, outline the normal procedures and those to be used in times of emergency.

Institutional credit cards

Other

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D. Disaster Response Report

If a disaster occurs, record the date and time of the incident, what part of the collection was affected, who was involved, and what action was taken. Include a brief description of the sequence of events as well.

- Library building
- What happened?
- Who learned of the incident first? When? What did that person do next? Who was contacted? When was the director notified? By whom? When were the police and medical authorities notified? By whom? Were there injuries? How serious? How were they treated?

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E. Post-Disaster Report Form

The Disaster Recovery Coordinator should complete this form after any disaster that occurs. The Disaster Team should review the information when it meets to assess the incident. Photographs or videos of the disaster should also be included with the report form.

- Library building
- Date and time of the disaster
- Location of incident
- Type of incident
- _____ Water related
- _____ Fire related
- _____ Other, please describe

- Number of items affected
- Types of items affected and amounts
- _____ Books
- _____ Serials and periodicals
- _____ Microforms
- _____ Audiovisuals
- _____ Software

- _____ Equipment - type
- _____ Other items - describe
- Source of problem

Water _____ Pipes

_____ Drains

_____ Sink/toilet

_____ Roof

_____ Other - describe

Fire _____ Electrical

_____ Waste paper

_____ Other

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F. Locations of Plan

In-House

Off-site

G. General Staff Directory

Include a full list of staff. For each person provide:

Name

Position

Work phone number

Home address

Home phone, cell phone, beeper/pager numbers

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H. Communicating with Staff

A strategy for communicating with staff members should be outlined as part of disaster preparedness. Include how staff members will be notified in case of routine emergencies as well as alternatives that can be used if telephone service is disrupted. You may want to create a communications tree to provide a graphic representation of the order of notification.

If at all possible, take time to call all staff and board members before calling the media when a disaster has occurred. Even leaving a phone message will ease the stress level associated with "finding out through the media."

If staff members are involved in any disaster clean up, their health and safety should be a main concern.

Also remember to be flexible with staff members when returning to work. For example, extra breaks and flexible hours may be needed.

I. Communicating with Suppliers

Outline a plan for communicating with suppliers and service providers if a disaster should occur. Include such things as who is authorized to make emergency purchases, a prearranged location to send products, as well as a when to start and stop deliveries.

J. Communicating with Patrons

Outline a plan for reassuring patrons and the general public that the library will reopen after a disaster.

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K. Dealing with the Media

It's important to establish a positive relationship with the media before a crisis occurs. Then, if a crisis should occur, you will have this established relationship to draw upon. It will be easier to talk to a reporter if mutual trust and respect are already established.

1. Select a media spokesperson

   The spokesperson should be able to respond intelligently to unexpected questions. The spokesperson should think about what she's going to say before answering questions. The spokesperson should also be perceived as trustworthy and sincere.

   Let the media know what has happened and what's being done to recover collections and resume services. Include the temporary location, phone and fax numbers, contact person, and hours if the library has to relocate. Let patrons know where to return items or if they should hold onto them until further notification.

2. Prepare to communicate with media

   Create a list of questions people will likely ask when they hear a crisis has occurred such as how and why did this situation occur, do you have insurance, do you need any donations from the community, and are there injuries?

   Use the list of likely questions and draft logical answers based on the current situation.

   Avoid the phrase no comment . If you can't comment on a question, say so and why. Perhaps you don't have the information, or the police have asked you not to release certain information.

   Include a list of local media contacts such as newspapers, television stations, and radio stations in this section. Update this list annually.

3. Spokesperson should be knowledgeable about the situation and should be kept informed and updated by the disaster recovery team.

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L. Insurance

As part of your disaster preparedness planning, you should determine if the library has adequate levels of property and liability insurance.

"Property and liability insurance are vital. This should include coverage for theft, fire, accidents, natural disasters, and anyone being injured on library property. Buildings, equipment, furniture, and if possible, collections should be insured for replacement value, less a deductible. The larger the deductible (how much of a loss we are willing to swallow?), the lower the premium.

A full review of the library's insurance package should be done regularly, to ensure that coverage is up to date, that all practical contingencies are covered, and that the cash limits within the policies are appropriate. Once the board has decided upon the coverage it wants, quotes can be sought from several agents."[1]

Having a contingency fund to cover the insurance deductible is also recommended. Another recommendation is to keep a copy of the data you need to document and justify insurance claims off-site.

It's also important to discuss a possible disaster with your insurance agent. Asking questions such as how quickly can an adjuster be available for a site visit, what are possible settlement options if a disaster occurs, what will be acceptable for a total loss, etc. will help provide some guidelines for both the library and the insurance agent.

[1] Ohio Public Library Trustees Association, *Ohio Public Library Trustees' Handbook, 2nd ed.*, Ohio Library Council, Columbus, OH, 1996, p.89-90

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M. Disaster Recovery Resources

By creating a list of disaster recovery resources, you can make contact with companies, learn about their services and products, and evaluate what you may need ahead of time, rather than making hasty decisions that may prove to be costly.

Organize the list of suppliers and resources by type such as:

- Cleaning Services, Fumigation, Fire and Smoke Reclamation
- Cold Storage Facilities
- Consulting Services
- Drying Facilities
- Environmental Stabilization
- Equipment and Transportation Rental
- Pest management
- Salvage - Electronic Data and Equipment
- Salvage - Magnetic Media
- Salvage - Microfilm
- Salvage - Photographic Materials
- Supplies
- Water Alarms

Each entry should include the company name, mailing address, phone

number, fax number, and when available, e-mail address and website. Also identify a contact person. Give a brief indication of the services or products available through each company. Remember to renew your resource list on an annual basis.

Include multiple providers of supplies and services. In a large-scale disaster, your needs may exceed a single company's available resources. In creating your list of services and resources, start locally, then regionally, and finally, look nationally for possible providers. Traditionally library/archival suppliers carry many basic disaster recovery supplies. Catalogs may be obtained from companies and many have websites that provide information about their products.

Many local resources can be identified through the Yellow pages. Look under headings such as dehumidifying equipment, pest control services, and smoke odor counteracting services. An Internet search will also help identify regional and national suppliers and resources.

Before including any organization in your disaster preparedness plan, be sure to contact the company to verify information, identify the contact person, gather cost estimates and ascertain other specific terms. It is also best to make contacts before you confront a disaster. It is much easier to discuss the kinds of service you might need, evaluate the suitability of services, and to find out what's available and at what cost before a disaster strikes. You can ask if it is possible to contact companies outside of business hours, how much delay to anticipate in the delivery of materials or provision of service, and what the payment terms may be if normal procurement procedures are interrupted.

Can a standing purchase order or extended credit be used or should other arrangements be made so the library can have quick access to resources?

An established relationship with contacts should provide understanding and support of your needs. Renew the contacts semi-annually or annually in some cases. This will provide an opportunity to learn about the availability of new resources and to update the disaster resource section of your plan. Also be sure to let company contacts know which of your staff members are authorized to call for help.

A good place to start when preparing your resource list is the Northeast Document Conservation Center. The NEDCC provides a list of emergency management suppliers and services through their Technical Leaflets section of NEDCC's website. You can also contact NEDCC for the most up-to-date

version in print.

- Northeast Document Conservation Center
- 100 Brickstone Square
- Andover, MA 01810-1494
- http://www.nedcc.org/
- Telephone: (987) 470-1010
- Fax: (987) 475-6021

Two regional sources for lists of disaster supplies, service and equipment include:

The Detroit Institute of Arts' Disaster Supplies, Services and Equipment
http://www.dia.org/statewideservices/disaster4.html

Indiana University Bloomington Libraries' Main Library Disaster Response Plan
http://www.indiana.edu/~libpres/plan/disaster.html#A5

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N. Disaster Response Supply Can

Small public libraries can also create a Disaster Response Supply Can to be used only in case of emergency. This Disaster Response Supply Can **does not take the place of a larger centralized stock of disaster supplies.** The estimated total cost of materials is less than $200.

The Disaster Response Supply Can should be used as a source of supplies for immediate response. Seal the can if possible, so that supplies are available when needed. The can should be labeled and inventoried annually. A list of contents should be included with the supplies as well as with the disaster preparedness plan. This will also make it easier to return unused supplies and to replace used supplies after an emergency. Note: do not store batteries in the flashlight. Be sure to replace the batteries annually and after each emergency use.

- **Contents:**
- ___ 33 gal. plastic trash can with lid (preferably red)
- ___ 1 roll 10" x 100" 2 mil plastic sheeting
- ___ 1 roll filament tape (to tape sheeting)
- ___ 10 plastic trash bags (to fit can)
- ___ 2 large sponges
- ___ 1 Lysol spray can, 19 oz.
- ___ 1 5 gal. bucket with lid
- ___ 1 box disposable latex gloves
- ___ 1 roll "DO NOT ENTER" barricade tape
- ___ 2 rolls white paper towels
- ___ Scissors, 1 pr.
- ___ Pencils, 1 doz. Sharpened
- ___ 2 black permanent marking pens
- ___ Yellow lined pad
- ___ Flashlight
- ___ Batteries (replace every year and do not store in the flashlight)
- ___ 10 dust masks

Most supplies are available at office/home supply or hardware stores.

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O. Maintaining the Plan

A disaster preparedness plan should be considered a living document. No matter how much effort you have put into preparing a plan, it will be ineffective if your staff is unaware of it, if it is outdated, or if you cannot find it during an emergency. Staff should be aware of their responsibilities for basic response actions. Test drills should be conducted annually to help review, revise, and update the plan. Test drills may have to be conducted several times the first year the plan is implemented.

One way of evaluating the disaster preparedness plan is to conduct "table top" drills to test and refine procedures. A group of staff members can be guided through a realistic disaster scenario by a facilitator to provide a hands-on use of the disaster preparedness plan to test it for:

- planning weaknesses
- resource gaps
- roles and responsibilities clarification
- improved individual performance and confidence
- building the emergency management team

A successful drill includes:

- top-level support and involvement
- good exercise design team and leader
- positive learning plan and clear objectives
- realistic scenario

- thorough preparation and attention to detail
- clear introduction and instructions at the start of the exercise
- chance for participants to comment during the critique
- follow-up on what went well plus actions to improve plans, procedures, facilities, etc.

Copies of the plan should be kept in various locations within the library as well as off-site. Key staff members should also have printed copies of the plan at work and at home.

The plan must be updated annually. Personnel changes constantly. Names, addresses, and phone numbers of key contacts also change. New collections are acquired, building changes are made, and new equipment is installed. Disaster preparedness staff should also stay informed about any developments in the field by reading literature, attending workshops, and training programs. New staff members also need to review the plan as part of their new employee orientation.

Anticipation of a disaster can go a long way toward avoiding destruction, and minimizing damage. In some cases, disaster can be completely avoided. Don't wait to write a plan. Start with easy tasks and develop a list of phone numbers to call in an emergency. These alone will help you answer that question, "Where do I begin?" if you find yourself standing in front of the library in the wake of disaster. If the planning process seems overwhelming, approach it in stages. Decide what type of disaster is most likely to occur in your library, such as fire or flooding, and begin to plan for it. The plan can always be expanded to include other areas such as tornadoes.

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